

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
1.)	6/2/01	The customer spoke to the supervisor and said the CA was not responding to him.	6/2/01	The supervisor looked at the and saw that the customer was providing a number to the CA. informed the customer that his information was not being transmitted, and did not know. The customer then did give a and the CA placed the call.
2.)	6/3/01	The customer complained to a supervisor that the CA was a "rookie" and was not handling his call properly (the CA was not able to obtain the called to number from the VCO user).	6/3/01	The supervisor viewed the s it seems the CA was not able to get the number from the customer verbally. Reports from several CAs during that day confirmed that the customer had new equipment, and there seemed to be a problem on all this customer's calls which could be attributed to a change in the customer's equipment.
3.)	6/4/01	The customer asked to speak to a supervisor. He complained that the CA was typing "GA" at the wrong time.	6/4/01	The supervisor talked to the He accused her of not identifying (but she had typed the information) accused the CA of erasing typing supervisor was there. She told had typed her name, and that erase what had already been with her about using a phone asked if he wanted to make said "no" and hung up.
4.)	6/12/01	The customer said a CA had been very rude to a new receptionist during training calls to the Relay Center. She did not have the CA's number, but just wanted us to know this CA left a very bad impression of the Relay.	6/12/01	The supervisor who talked to her apologized for the CA's rudeness, but since the customer was unable to give CA number, was unable to talk to any CA about the situation.
5.)	6/28/01	The customer was upset because the CA reported that the called number rang 3 times, then disconnected. The customer felt the problem was in the relay center equipment or maybe had something to do with a 3 way calling line.	6/28/01	The supervisor talked directly the customer, and said she would fill out a trouble ticket to report. The customer became very angry, cursed at the supervisor, who disconnected. The report was given to a manager, but the problem was not within the customer's equipment/network.
6.)	07/01/01	The customer was upset that the CA typed SK instead of SKSK.	07/01/01	The supervisor and apologized with the CA.

7.)	7/6/01	<p>The customer was screaming at the CA, and the supervisor came on the line to ask what was wrong. Customer said she should know if she was able to read English, but refused to elaborate on exactly why he was upset. He was using profanity, and said the CA was a liar.</p>	07/06/01	<p>The supervisor looked on to see that the customer had p but none had answered. Th customer to repeat th</p> <p>He then became very irate</p> <p>supervisor over to talk t continued to be abusiv</p> <p>want to place another cal became a personal attac</p>
8.)	7/16/01	<p>The customer called in and asked to speak to a supervisor. S/he said the male CA had no patience in making several subsequent calls, and had not responded after the 3rd call, so the customer had hung up and redialed the center to get another CA.</p>	07/16/01	<p>The supervisor and said we w handled th happened. A the CA, bu any such probl The manage customer calls as</p>
9.)	7/23/01	<p>The customer was upset with the CA because she had not responded to him. He asked to speak to a supervisor. He told her the CA had not responded to him.</p>	07/23/01	<p>The supervisor mer and the CA waiting for th When the super the customer he had to give the CA to redi upset and w was saying. Th she would write</p>
10.)	8/7/01	<p>The customer asked to speak to a supervisor. S/he told the supervisor that a male CA had been very rude during a relay call in asking her to slow down so he could get the full message for the TTY customer. She gave the CA's number.</p>	08/07/01	<p>The supervisor said s to the CA's manager. Th did not believe we ever thing about complaints. The her it would be reported. T to the CA, and he said he rude, but had just asked s voice person speak to the TTY. The superv the CA, and had not n or rudely, but after hanging comment the custom The CA's man discuss the c</p>
11.)	8/10/01	<p>The TTY customer called in and asked to speak to a super-</p>	08/10/01	

		visor. She said that the CA had typed "messy." She had spelled school (cshool). She had figured out what it meant. She gave the CA's number.		that the voice p and did not co to slow down. S trying to typ keep up with the did make severa a natural occur
12.)	8/16/01	When the CA answered, the customer typed "I'd like to leave msg relay manager If any problem with relay operator and supervisor that they cannot do anything on the beyond of duties and that they needed to fix problem then the manager should step into immediate take measure of correction of nature of problem on complaint or issues at that time If that cannot resolve them I will take up with SWB & KRS In order take measure for better serving the KRS customers to meet their expectations."	08/16/01	The CA wro form of a comp just typed that immedia waiting fo
13.)	8/20/01	The customer asked for a supervisor. S/he asked if the previous CA (gave the number) was new. During the call, the customer had waited a very long time for the CA to respond, got nothing, so hung up and called back in to the center.	8/20/01	The supervis She informed the custo reports of any equipment
14.)	8/24/01	The customer asked to speak to a supervisor and complained that the CA had typed "GA" again instead of "are you there" when he did not respond.	8/24/01	report it to the manager. D meeting with the CA, she c had happened or rem The supervisor le and talked with the voice prematurely l familiar with rela customer dic going on. F
15.)	9/17/01	The customer demanded to speak to a supervisor. He was very angry, demanded that he get a copy of exactly what the supervisor duties were by certified mail before Oct 2nd or he would sue SWBell. He demanded that the letter be signed by the center's area manager. He accused one of the supervisors of giving false	09/17/01 and 9/18/01	When the rep the area manage security off Wichita po home to let threats of ph unacceptab in violation not cea

		information since he was a VCO customer and there was no printed record of what he had said. He then made threats, and said he wished (and named one of the supervisors by name) had been in the World Trade Center when 9/11 happened.		
16.)	9/21/01	The customer said a CA made remarks to him such as "I know you hate us all at the relay and wish we were killed." He said he wants to clarify that he has never threatened to kill anybody at relay or anywhere else. He thinks a specific supervisor does what ever she wants to customers and if she had been at the WTC (9/11) would know the truth on judgement day.	9/21/01	The supervisor a CA would comments to would be rep clarification of wh concerning the The CA's man talk with her b occurred on
17.)	9/23/01	The customer asked to speak to a supervisor. He claimed that the CA had hung upon him. and he gave the CA's number. He said he thinks this CA just doesn't want to handle his calls.	9/23/01	The supervisor customer for She did con complaint re that the CA's nu as the rep regarding the this custome voice line finally got to th customer
18.)	9/25/01	The customer called back in to the center and asked to speak to a supervisor. She got on line and asked if she could help? The customer complained that a previous CA was a "messy typer" and she had a hard time figuring out what the message really said.	9/25/01 and 09/28/01	The supervisor trouble the c ienced. She the current C typing was manager discuss but she cou
19.)	9/25/01	The customer asked for a supervisor. He said he was having trouble accessing the relay via either 711 or the 800 number. He also wanted us to know that this CA had advised him that 711 was only for voice customers to use. He did say this was not a call complaining about the CAs, he thought CAs "were doing a great job."	9/25/01	The supervisor c trouble the cu She did adv  was for both v also reported equipment investigate a the cente

		The supervisor told him we had been very busy, but would check to make sure there was no equipment trouble.		wrong with
20.)	10/2/01	The customer asked for a supervisor, and said he felt this CA needed to know how to handle recorded messages and answering machines correctly.	10/2/01	The supervisor trouble the wrote up a co it on to The manage discuss the sure s
21.)	10/4/01	The customer wanted to use Council Groves Long Distance Co., but could not provide the access code, and the KRC did not have it on file.	10/4/01	The supervisor CGI, but th The supervi would need to business would try to since the office w
22.)	10/5/01	The customer asked to speak to a supervisor. She said she had tried to use Council Grove for her Long Distance carrier, but we had been unable to place the call. She asked what would happen if the call had been an emergency? By law we should not decline a call if it was an emergency. She also felt she would contact the state's Attorney General's office.	10/5/01	The supervisor that her preferred to provide before we coul visor told her her business of readily provide the customer procedures do a call and take at a later time. if she coul through the ce visor told her
23.)	10/5/01	The customer asked to speak to a supervisor. He advised the supervisor that this CA (and gave the number) had been rude to him when he had been giving pre-call instructions. She had said "you do not need to explain to me, it is my responsibility to know my job"	10/5/01	The supervisor trouble, and fil The CA's mar situation with t she was just tryi polite, bu customer ke of the call with

24.)	10/5/01	The customer demanded to speak to a supervisor or she would call the area manager at home. She had not been notified during her 2 hour call that other CA's had taken over the call. Her call was of a sensitive nature, and the 3rd CA was a male. She only knew it because the called voice party mentioned it to her.	10/5/01	The supervisor misunderstood the customer's request. The supervisor would file the complaint and check with the area manager what had happened. The supervisor and the customer were interviewed by the area manager. The supervisor said they had no contact with the customer's party, but had contact with the TTY caller. The area manager reviewed the TTY caller's policy to make sure the supervisor was familiar with the policy. The supervisor explained both parties must be interviewed.
25.)	10/11/01	The customer said he got a call earlier in the evening from Missouri Relay that a co-worker took. They did not leave a call back number and he wanted to find out who called.	10/11/01	The supervisor explained the supervisor was only for the purpose of helping customers, and the supervisor was not with the Missouri Relay. The supervisor explained that the supervisor was not kept for the purpose of so there would be no contact with him the number. The supervisor explained through the relay the supervisor suggested he call the supervisor. He called in the supervisor. The supervisor Missouri Relay would provide information on the supervisor. The supervisor explained the number for a supervisor's calls office, but he was not with my company. The supervisor explained I hope they can help. The supervisor order Thank you G.
26.)	11/7/01	The customer spoke to the supervisor to report a CA had hung up on him (and gave the number). He said he had given the CA another number to call, and she had never responded.	11/7/01	The supervisor explained the supervisor agreed to speak to the customer what had happened. The supervisor explained to the CA what had happened. The supervisor had equipment. The supervisor locking up the supervisor. The supervisor talk to the customer. The supervisor the problem clear. The supervisor had disconnected. The supervisor encouraged the customer. The supervisor when such.

27.)	11/13/01	<p>The customer asked to speak to a supervisor to report that he was unsatisfied with the CA (gave the number) because she was rude, as well as a terrible typist. He was not able to read the message very well on his Braille laptop. He said the CA did not seem to want to accept his comments, and had been very rude and unprofessional in her reply.</p>	11/13/01	<p>The supervisor c problems h call. She d complaint and happened with at the screen an the CA had tried the misspelling just a few tra couple of wo some backsp been confusing c The CA was ac more of an effort</p>
28.)	12/15/01	<p>The customer spoke with a supervisor and demanded that KRC stop using "GA to SK" or he will file a law suit against us. He will also file complaints with the FCC, KCC, Americans Disabilities Association, and any other entity he could think of because it was to be used only in TTY to TTY calls. He contended that no one speaks "GA to SK" so it is illegal for us to type it.</p>	12/15/01	<p>The supervisor e the center's p relay calls in ord of conversation. by all who use a T with TTY users. S that is was a pol and we would not</p>
29.)	1/12/02	<p>The customer was very upset that the CA had typed "sounds young" to identify the called party. He was very irate and used foul language and threatened the supervisor that she would no longer have a job as he would close down the center or see that we lost our contract.</p>	1/12/02	<p>The supervisor CA could not caller was male or fe would advise c type "not sure if then continu Customer kept so the menacing t Customer said "get get me off of it as to Topeka." Sh him "be advised and words as report it as such" and</p>
30.)	1/14/02	<p>The customer spoke to a supervisor and asked what legal right we had to use the phrase "sounds young?"</p>	1/14/02	<p>The supervisor e was used often when the CA not determ male or fe</p>

		The customer said he would be in touch with the KS Commission to order us to stop using this phrase.		high pitched voice that had been and had never be
31.)	2/8/02	The customer asked to speak to a supervisor. She said the CA (gave her number) was an airhead because she had not followed directions. She just wanted the CA to continue to dial until the call connected.	2/8/02	The supervisor confusion experienced. suggest putting directions in the The customer good idea. T just confuse direction reflects more clear
32.)	2/26/02	The customer asked to speak to a supervisor. She reported that she did not think the CA had left the message on her daughter's answering machine. She did not know what was wrong with the CA, but seemed she was tired or sleepy?	2/26/02	The supervisor misunderstanding to communication because she was in the middle of the But the supervisor filing the complaint with the CA to see was. The CA reported customer would "GA" and typing, the TTY party would the message was garbled. She done the best she could
33.)	2/27/02	The customer called to report to a supervisor that she had placed a call through relay to to Dillons, a local grocery store. She thought someone there had called her "dumb", but when she went to the store, the person there told her that the CA had called her "dumb."	2/27/02	The supervisor promise the file it as a complaint customer did number, so investigate the
34.)	3/2/02	The customer spoke with a supervisor to say that a CA (he gave the number) had hung up on him 3 times.	3/2/02	The supervisor the report and CA. She discussed with the CA, party had come ASCII, and she connect with disconnect but cycled to
35.)	3/7/02	A voice customer called to speak to a supervisor. She said she had a very rude CA, and gave that number. She said	3/7/02	The supervisor customer and The manager checked the CA with



		the CA was not cooperative to give her number, and had spoken very rudely and unprofessionally to her during her recent relay call.		similar number the time the call was no way to
36.)	3/11/02	The customer requested to speak to a supervisor. She reported that she was not satisfied with this CA's typing as the mistakes made it hard to understand her called party.	3/11/02	The supervisor could not find the inconvenience to file the complaint. She looked at the type and noticed only a few errors. She did not see at any time that the customer repeat the typed message. She advised the CA to repeat her typing/message.
			3/12/02	The CA's manager called with her. The call with her was a difficult call because but the customer asked her to repeat
37.)	3/27/02	The customer asked for a supervisor and reported that when he was trying to give another number to dial, the CA had hung up on him.	3/27/02	The supervisor could not trouble this manager with this customer. She
			3/28/02	The CA's manager called with her. The call with her was disconnected because the VCO customer
38.)	4/5/02	The customer complained to a supervisor that the CA had asked the voice to slow down several times and got very rude with him. The customer asked the CA to change to another CA, and she hung up	4/5/02	The supervisor could not find she was
			4/8/02	The CA's manager discussed the incident and that it happened and that she passed of it and passed
		on him.		The CA's manager discussed the incident and that it happened and that she passed of it and passed
39.)	4/4/02	The customer called directly to one of the center's managers to file a complaint about a relay call she had just completed. She did not get the CA number, but had the to and from number. She said the CA refused to give her name or number, and that the CA would not repeat the TTY's message to her (it was a little confusing).	4/4/02	how the CA should have handled the call. The manager checked to obtain the CA's number. She called the CA to see what had happened. The incident was that the voice relayed her to repeat information on the screen, and that the TTY (voice call) had typed a very long message up. She also did refuse to repeat the message. She admitted she should have passed the message to her. She hung up the line to the manager because the TTY party had hung up. The manager reviewed more alternative service methods for future

				called the voice party to le
40.)	4/9/02	The customer called and spoke with a supervisor to report that the CA (gave the number) had not asked for another call or said "SKSK", just hung up.	4/9/02	The supervisor and would c see what hap say she had wrong key a
41.)	4/11/02	The customer requested to speak to a supervisor. She said she wanted to file a complaint against our policy that would allow the CA to announce herself as a "SW	4/11/02 4/12/02	The supervisor that the repor turned i A manager called the cus call. She had a note from th party was unfamiliar with  On the subsequent cont verbiage to try to keep the The customer was stil explanation, and said she
42.)	4/16/02	The customer called to report that a CA (gave the number) had typed "recording" when the reached number was actually an answering machine. The CA had done this 2 times.	4/16/02	The supervisor inconvenie did have a n said she kne upset, but co it was a rec
43.)	4/16/02	The customer sent an email to a manager saying she had trouble accessing the center both via 800 and 711.	4/16/02	The manage and checked the thing was work call to the custo of the findings. when dialing, handset, no number. Sh
44.)	4/19/02	The customer spoke to a supervisor and complained that a CA (gave the number) had not dial it correctly.	4/19/02	The supervisor inconvenience CA, and she the number he changed the n had dialed numbers were ve was sure she ha
45.)	4/30/02	The customer filed a complaint with a supervisor that the CA had typed a recorded message and asked him to hold. His profile directs the CA not to type any rec-	4/30/02	The supervisor  She did check the profile, a no recorded messages.  who said this recording on

46.)	4/30/02	<p>ording, and felt he was forced to hold instead of being given an option. The customer asked to speak to a supervisor. He reported that a CA had ignored his request to dial a second</p>	<p>4/30/02</p> <p>5/1/02</p>	<p>hold, nothing else, so she the customer</p> <p>The supervisor for any trouble. She d</p> <p>The CA's manager discuss the CA couldn't reme</p>
47.)	05/06/02	<p>number and hung up on him. The customer wanted to report that she did not like the new procedure for handling recordings. She understood it does save time, but feels "smart folks will let the CA know what s/he needs."</p>	05/06/02	<p>The supervi</p> <p>a new pro</p> <p>in the new l</p> <p>pass t</p> <p>The issue v</p> <p>KRSI Advisory C</p> <p>consumers had</p> <p>KRC staff w</p> <p>adjustmen</p>
48.)	05/06/02	The customer reported that his phone had rung 3 times, and he thought it was the KRC making test calls.	05/06/02	<p>The supervisor a</p> <p>to call repair be</p> <p>not made the</p> <p>He said he</p>
49.)	5/9/02	The customer said the CA had not read his profile, so he was given background information. His profile did say he preferred to have NO background information typed to him.	05/09/02	<p>The supervisor</p> <p>CA because</p> <p>not to give the</p> <p>had no way</p> <p>make sure to ch</p> <p>there was n</p> <p>specific</p> <p>did talk with</p> <p>an hour and l</p>
50.)	5/18/02	The customer complained to a supervisor that the CA did not "speak his words" to the voice customer.	05/19/02	<p>The CA wa</p> <p>manager, an</p> <p>omer had asked f</p> <p>When the CA a</p> <p>by name, th</p> <p>answered just s</p> <p>not there, and in</p> <p>The CA reported this</p> <p>to redial, but he</p>
51.)	5/20/02	The customer filed a complaint that the center was not always able to access his voice mail.	05/21/02	<p>A manager c</p> <p>voice mail syste</p> <p>problem. She v</p> <p>customer code n</p> <p>even if the recor</p> <p>ask for it. The ma</p> <p>in the customer's</p>

				operators who how
52.)	5/23/02	The customer reported to a supervisor that a CA had hung up on him (he gave the CA's number).	06/03/02	A KRC manager the CA and ch The CA had from the cus so she did disc manager did the length of time to and how to le the line is
53.)	5/30/02	The customer filed a complaint that a CA had hung up on him. He gave the CA's number.	06/03/02	A manager did interview the said the customer was using disconnected (as KR